



WOMACK

ARMY MEDICAL CENTER
Growing with Fort Bragg and our community



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Commander's letter



Happy New Year to all of you and your families from the staff at Womack Army Medical Center. We

are very grateful that you continue to choose Womack Army Medical Center for your health care needs. Each and every one of your encounters with our organization is extremely important to us. One of our top priorities is to improve upon your access to quality health care and to exceed your expectations in compassionate and caring service. We value your input and welcome your thoughts and ideas on how we can better serve you and your family.

Womack Army Medical Center had numerous accomplishments in 2010 and we look forward to another incredible year for our patients and staff.

We had the grand opening of our new mammography suite in November. We upgraded our mammography department to offer all digital images and a new aesthetically pleasing

environment. Please see the related article in this insert.

In December, we also opened a brand new sleep lab that enables us to perform much needed sleep studies in our medical center.

Our Warrior Transition Battalion has a new Commander, LTC James (Tom) Schumacher, and we look forward to his leadership. Construction work continues on the new Warrior Transition Complex and we expect it to open in early 2012.

We plan to open both of our new Community Based Primary Care Clinics in March. As you see on the front cover, these are two state of the art clinics in the areas where many of our patients live. The opening of these clinics will help us improve access to care and continuity of care for our patients enrolled to these clinics.

We continue to move forward in planning a new health clinic on Knox Street. This clinic will be established primarily for the patients currently assigned to Pope Health Clinic and those patients that will arrive due to the relocation of US Army Forces Command (FORSCOM) and US Army Reserve Command (USARC) later this year.

We have also taken a number of steps to improve access for appointments in our primary care clinics. In addition to increasing the number of available appointments and some minor staffing changes, we have implemented a new appointment cancellation line, 910-907-CNCL (2625), so that patients can make one telephone call to cancel an appointment. We also encourage our patients to use TRICARE Online (TOL) as an appointment option.

Almost 90 percent of our primary care appointments are available for booking through TRICARE Online. Patients can make and cancel appointments in real time using TRICARE Online at www.tricareonline.com.

Please visit our website at <http://www.wamc.amedd.army.mil> or visit us on Facebook at www.facebook.com.

We look forward to continue serving you and your family here at Womack Army Medical Center. Best wishes to you in the New Year!

Brian Canfield
COL, MS
Commander

ON THE COVER

Staff and faculty of Community Based Primary Care Clinics gather in front of Womack Army Hospital. The clinics provide excellent care closer to home. See the related story on page 7. (Photo by Ashley Cross)



This publication is a product of the Public Affairs Office at Womack Army Medical Center. For more information on Womack Army Medical Center, please call 910-907-7247 or e-mail us at pao.wamc@amedd.army.mil. Our staff is Darlene Fair, JoAnn Hooker and Shannon Lynch.

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PHOTO BY CINDY BURNHAM

A soldier gives blood at the blood donor center.

Donate blood to a soldier!

The Fort Bragg Blood Donor Center needs donors. The mission of the Fort Bragg Blood Donor Center is to provide blood products to support our deployed Soldiers and DOD medical treatment facilities. "Our weekly requirements have increased by 58 percent," said Recruiter Linda Ellerbe, of the Armed Services Blood Program. "If you are looking for some way to support the military or Military Families, donate blood. It is only through volunteer donation that we are able to save lives."

Fort Bragg is the home of several thousand Soldiers, however, more than 75 percent are ineligible to donate due to their deployments to Iraq, Afghanistan and other countries. After returning from

Iraq, Afghanistan and Haiti there is a one-year deferral period. The need for blood is continuous, as it is perishable and will expire within 42 days.

The Fort Bragg Blood Donor Center also has an Apheresis Program. Soldiers at the rank of E5 and below can receive promotion points for an Apheresis donation. Donations are made by appointment only.

Everyone who can donate blood should be encouraged to do so. If your unit or organization would like to sponsor a blood drive, please contact the Fort Bragg Blood Donor Center at 910-396-9925, the center is located in Building 8-4156 Souter Place (Across from the North Post PX) or visit the web site at www.militaryblood.dod.mil for more information.

Not coming to your next appointment? Please let us know!

Womack Army Medical Center is committed to providing quality healthcare to all of our enrolled beneficiaries in and around Fort Bragg. The number of appointments we provide is limited by the number of healthcare providers we have on our staff. When a patient does not show up for a scheduled appointment, another patient was unable to use this missed appointment. Please help us minimize this effect by canceling your appointment. This allows us to offer that appointment to another patient. For the month of September, Womack had a total

7,004 no-shows (both Active Duty & Family Members). We want to offer every opportunity to get the appointments you need at the time that suits your schedule. There are three different primary ways for you to cancel your appointment. The first way is to call our dedicated cancellation line, 910-907-2625 (CNCL). You will be asked for the patient's social security number. Our system will then list that patient's appointments for the next 45 days. You then select which appointment you would like to cancel. We do the rest. We will cancel the appointment in the system and open it for other

patients to use.

The second way to cancel an appointment is through our telephone appointment system. We call you with a reminder approximately three business days before your appointment. After the reminder, our system will ask you if you want to cancel your appointment. You may choose to cancel your upcoming appointment at that time. We will then cancel the appointment in the system and open it for other patients to use. The third method to cancel your appointment is through TRICARE Online. You can book and cancel

primary care appointments through the internet at www.tricareonline.com. You can only cancel an appointment online if it was originally booked online. This is an automated process and will immediately make your cancelled appointment available to other patients. Online appointments can be cancelled using the other two methods as well.

At Womack, we value your time and know how busy your schedule can be. We ask that you cancel your appointment as soon as you know you will not be able to use it so we can offer your appointment to other patients.



Here are some ideas that may help:

- Form a support system of friends and family who will cheer you on and also challenge you to stick to your goals.
- List the benefits of changing and put it someplace where you will see it every day.
- Counter negative ideas like “I’ll never succeed,” with positive thoughts like, “Today I made some progress.”
- Get plenty of sleep. If you’re trying to quit smoking, adequate rest and exercise are especially important.
- Surround yourself with people and situations that encourage you in these good habits. Join a support group, get an exercise partner or spend more time with friends who don’t smoke.
- Have a contingency plan – if you want to smoke or eat, go for a walk or call a friend instead.
- Reward yourself for your progress.

Karen Goepfrich, RN, Wellness Center, shows off our T-shirt.

PHOTO BY CINDY BURNHAM

Ensure your New Year’s resolution success

It’s the same story every January 1. We get frustrated because we smoke or dip, overeat, drink too much or don’t exercise regularly. Many of us vow to change through making New Year’s resolutions. We pledge that this year we really are going to diet, exercise or quit smoking for good. A few months later however, the elliptical is gathering dust, the diet books are sitting on the shelf unread and the cigarettes are still in our back pockets. Don’t be defeated! Here are some tips on how to keep those resolutions and have a healthier New Year.

The most important point to consider when making New Year’s resolutions is deciding whether you are ready to make the effort to

kick a bad habit or start a healthy one. Making a decision to change just because it’s New Year’s Day isn’t enough to keep you motivated for long. Lasting change means being prepared to make sacrifices. Serious sacrifices. You may have to give up certain activities you enjoy for a short period of time, such as hanging out with your friends who smoke. If you’re resistant to making these necessary changes, ask yourself why. Unhealthy habits may be harmful to us, but they’re familiar, and for many people that’s reason enough to keep them.

Some people resist change because they’re afraid of the unknown. The best way to overcome this fear is to make

yourself fully aware of the consequences of not changing your current habits and the advantages of adopting new behaviors. For example, make a list of the pros and cons of smoking. A “pro” might be the relief from tension smoking brings you. Cons could include increased risk of cancer and heart disease, a better score on a PT test or more money in your wallet. The pros need to outweigh the cons to change behavior. Seeing the consequences of a bad habit or the benefits of the change in black and white may make the fear of the unknown less imposing and make change more desirable.

Once you have decided you are ready to make a New Year’s resolution and stick to it, develop a plan of action and make that plan a priority. If you wish to start an exercise program, plan what kind of exercise you will do and how often. Will you use one of

the gyms on post or walk with a neighbor in your community? Be sure not to set your goals too high. Unrealistic goals may lead you to quit after making just one slip. Don’t let one slip-up be your excuse to go back to your old behaviors. Sure, it was your birthday and you overindulged, that doesn’t mean you can use that as an excuse to give up. Some people might fail because they don’t make plans for dealing with inevitable temptations to smoke, overeat or give up exercising. One of the most important secrets to keeping those New Year’s resolutions is to take the process of change one day at a time. It’s OK to make big changes by taking small steps. That little bit of change can lead to long-term healthy habits that last far beyond New Year’s Day.

For tobacco cessation class information call Army Public Health Nursing at 907-9355.

New technology means better detection

Patients at Womack Army Medical Center have new technology in the form of digital mammography. Womack's Radiology Department has converted to using all digital images. The mammography suite has been completely remodeled.

"This conversion allows for a better quality image, less exposure to radiation for our patients and it provides better detection for dense breasts," said LTC (Dr.) Kenneth Griggs, Chief, Department of Radiology. "It also allows the image to be viewed instantly and we can save the images to a cd for patients that may have referrals."

This new digital technology will allow Womack to save money and time by decreasing the number of films printed and the amount of time it takes mammography technologists

to complete the exam. Biopsies will also be more efficient for the patient, the technologist and the physician. As Chief of the Mammography Department, MAJ (Dr.) Rachel Burke hopes that patients find the atmosphere of the newly renovated suite more calming and personal, with a new consultation area, secluded waiting room and more ambient lighting. The suite also houses a room for biopsies and ultrasound so that patients have to only walk a few steps for these procedures.

The American Cancer Society recommends a yearly screening mammogram for women over 40 years old. However, if a female or male of any age who notices a change in breast tissue should be evaluated by a healthcare provider. Early detection is the best protection.



PHOTO BY CINDY BURNHAM
New equipment in our mammography suite.

We look forward to serving you in 2011!

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NOTABLE HAPPENINGS

PHOTOS BY JOE E. HARLAN



This is the first baby born in 2011 at Womack Army Medical Center. Hailey Bolton was born at 6:41 a.m. She weighed 9 lbs and 13 ounces. She was 22.8 inches in length. Her parents are Te'Najja and David Bolton.



COL Brian T. Canfield presents a CARE Clinic mug to Charles Broadwell with Fayetteville Publishing for their support of the CARE Clinic.



Womack Army Medical Center celebrates the grand opening of our sleep lab on 2N in December, 2010. It's a welcome addition to our organization.



COL Rolando Castro Jr. briefs Senator Kay Hagan during her recent visit to Womack Army Medical Center.

Save the dates!

WAMC MATERNITY FAIR

is scheduled for Saturday, March 5 from 10:00 a.m. to 1:00 p.m. For more information, please call 910-907-7349 or 910-907-6198.

Get Womack care closer to home

Womack Army Medical Center will open two Community-Based Primary Care Clinics (CBPCC) in March. One clinic will be located 3351 South Peak Drive in Hope Mills, and one will be located at 2350 Bentridge Lane in Fayetteville off Raeford Road. Both clinics will serve our Active Duty Families that would like to enroll in these two clinics.

“The idea behind this concept is that the Army is delivering the promise of improving access to care and increasing customer satisfaction in a community based setting,” said COL (Dr.) Niel Johnson, Director of Community-Based Primary Care Clinics (CBPCC) at Womack Army Medical Center.

“In many ways, these clinics will represent a great improvement in how primary care is provided across the Army. The staffing, funding and design of the CBPCCs is our chance to get it right!”

The entire staff will be permanent civilian employees, which eliminates the problems that arise when military providers deploy or get called away for non-clinical duties.

“Continuity of care is very important. These two clinics will be designed so that the patients will see their healthcare provider 90 to 95 percent of the time. It will allow our patients to establish a relationship with their provider and will be able to develop a more personalized and comprehensive care plan for each patient,” added Johnson.

Enrollment has begun and is on a voluntary basis based on specific zip-codes surrounding the communities where the clinics are.

“Patients satisfied with their current doctors on or off post will not be forced to move,” Johnson says. New families moving to the area, however, will be enrolled to the new clinics if they live in the affected ZIP codes.

Each clinic will serve approximately 8,000 Family Members, most of whom will shift from existing Fort Bragg clinics. “This will help us right-size enrollment across the entire WAMC system and increase capacity for Retirees and their Family Members to return to WAMC for their primary healthcare,” said LTC Charles McKeithen, Special Projects Officer for WAMC’s Clinical Operations Division, who is in charge of the CBPCC enrollment.

The new Community-Based Primary Care Clinics will offer support services similar to existing Fort Bragg clinics, such as Joel Health Clinic and Robinson Health Clinic. Each will be equipped with its own lab and pharmacy, however, radiology services will be available at a local radiology imaging center near the clinics or at WAMC.

These clinics are designed using the medical home model design concept, which promotes a team approach to every single patient. Each clinic’s two teams will have two Board-Certified Family Physicians and one Family Nurse Practitioner serving as Primary Care Managers. A complete nursing staff of four Registered Nurses and 18 Licensed Practical Nurses will support the providers on the care teams. In addition, a Physician Assistant will be on hand to augment the teams and provide coverage whenever and wherever it is needed, and a

Licensed Clinical Psychologist will be available in the clinic for all behavioral health needs.

The medical home model is providing more than episodic care and allows the care teams to be more proactive with their population.

“Personalized, synchronized case management is the hallmark of the medical home team concept,” said Johnson. “We will be looking out for our patients’ needs when they’re healthy, and, of course, we’ll be more than ready to take care of them when they’re not.”

“The medical home team concept allows us to be more efficient and focus on the patient. We’ll also see an increase in staff satisfaction as they will all be operating within the scope of their licensure – physicians will do physician work, nurses will do nurse work and administrators will do administrative work,” said James Alarcon, Group Practice Manager for the Fayetteville Clinic. “It will allow the care team to focus on the patient and deliver care within the scope of their training and experience,” he added.

“When a patient receives care outside of the community based medical home, in the emergency room, hospital or subspecialists office, the patient’s care team ensures that care is coordinated and integrated into the comprehensive care plan,” said Terry Oaks, Group Practice Manager, Hope Mills. “Another benefit to these clinics is that we are hiring the right people to run these clinics and to administer the clinic to benefit the patient. Our staff will be handpicked based on their credentials. Most of the staff will be on board by mid-January.

The staff will undergo 30 days of training, and we are planning to be open by the first week in March,” added Oaks.

The new Community-Based Clinic Project was conceived to specifically address access-to-care issues faced by families of Active Duty Servicemembers. As such, these clinics are funded and designed to serve Active Duty Family Members only. Active Duty Servicemembers, Retirees and Retired Family Members are not currently being invited to enroll. Expanding enrollment to other beneficiary categories is something that will be considered in the future.

Patients that fall into the appropriate ZIP codes and would like to enroll should go to the TRICARE Service Center to discuss their options with the staff. You can reach the TRICARE Service Center at 1-877-TRICARE. Community-Based Medical Homes are Army run, primary care clinics located off post in the communities where Army Families live. Each patient partners with a team of healthcare providers to develop a comprehensive, personal healthcare plan.

Community Based Primary Care Clinics are opening across the United States. These include: Fort Lewis, Fort Campbell, Fort Sill, Fort Shafter, Fort Bragg, Fort Hood, Fort Sam Houston, Fort Benning and Fort Stewart.

For more information on Community Based Primary Care Clinics, a centralized community based-medical home customer service phone line will be available by late January, available to answer all aspects of enrollment, eligibility, and services. For more information, call 910-907-6000.

Vaccine Healthcare Center ready to help

The Fort Bragg Vaccine Healthcare Center, housed in the Department of Preventive Medicine, is a subdivision of the larger National Vaccine Healthcare Centers Network. The original Vaccine Healthcare Centers Network arose as a collaborative effort between the Department of Defense and the Centers for Disease Control and Prevention. The continued evolution of the Vaccine Healthcare Centers Network has led to a formal affiliation of its centers with the Military Vaccine Agency.

What We Do?

Fort Bragg is a constant resource for rapidly mobilizing troops and DOD civilians who regularly receive mandatory vaccinations which allow them to be medically and militarily ready to perform their duties. While most vaccinations are safe, studies have repeatedly shown that 2-3 percent of vaccines will have some type of adverse event. The Fort Bragg Vaccine Healthcare Center is an expert clinical consultation center which provides expert immunization clinical consultation and service for warrior care, military readiness and emergency preparedness. Our mission is to enhance vaccine safety, efficacy and acceptability within the Military Health System through programs and services that provide expert clinical consultation, care, safety surveillance, education and research.

How We Help You

The FBVHC is able to see individual service members or their beneficiaries for:

- Unusual vaccine side effects (such as skin rash)
- Vaccine exemption concerns
- Medical issues after previous vaccines
- Medical issues after vaccination with Anthrax or Smallpox vaccines
- Vaccine Adverse Event Reporting System (VAERS) reporting

The FBVHC can support the primary care provider with:

- Medical consultation and evaluation of a referred patient
- Inpatient consultation for vaccine related cases
- Expert telephone consultation to providers
- Consultation with providers via Email
- Email digital photo and case reviews

We are located in Building 1-2539 on Hamilton Street. Our telephone number is 910-432-4015. Our office hours are 7:30 a.m. to 4:30 p.m. Monday through Friday. For assistance after hours and during the weekend, please call 1-866-210-6469.

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